



**OFFICE ASSISTANT (TYPING)
VICTIM COMPENSATION PROGRAM
FINAL FILING DATE: July 2, 2007 or Until Filled
PERMANENT/FULL-TIME
MONTHLY SALARY: \$2,073.00 - 2,733.00**

DEPARTMENT SUMMARY:

Are you interested in working for a department where you know the services you provide make a difference? The VCGCB is comprised of approximately 300 employees who help administer the Victim Compensation and the Government Claims Programs. The Victim Compensation Program helps people who have been a victim of crime to pay medical bills, funeral expenses, treatment for mental health, lost wages, and other crime-related expenses. The Government Claims Program helps members of the public resolve claims against the State. Our mission is to serve our claimants and stakeholders through effective assistance and timely resolution of claims. The VCGCB is a special fund department under the direction of the State and Consumer Services Agency.

POSITION SUMMARY:

Under the general supervision of the Staff Services Manager I, the Office Assistant (Typing) provides clerical support. The Office Assistant (OA) inputs applications and/or bills received from victims, claimants, or providers requesting reimbursement or assistance from the Victim Compensation program (VCP) into the automated computer system. Incumbents in this position must ensure confidentiality, and have sufficient knowledge of the laws, rules, statutes, and policies in order to sufficiently perform their job.

*****SPECIAL REQUIREMENT: This position requires a typing certificate at a rate of not less than of 40 words per minute prior to being appointed to the Office Assistant (Typing) classification.**

Duties include but are not limited to the following:

- Review incoming initial and supplemental medical, medical-related, mental health, funeral/burial and income/support bills for completeness, accuracy, and ensure they are in compliance with statutes, regulations, policies and procedures governing the VCP. Enter bills into the automated computer system.
- Sort all incoming mail and claims and route to the appropriate Staff Services Analyst. Enter the location of the claims on the automated computer system.
- Process "Attorney Substitution or Change Requests" for VCP applicants. Receive requests to add, delete or modify pertinent information for either an attorney or representative of a VCP applicant, and make the necessary modification to the VCP attorney database.
- Answer telephone inquiries from providers, victims, and/or representatives regarding the status of claims and/or bills by utilizing the automated computer system.
- Assist regional Office Technicians in entering the less complex new applications into the automated computer system. Maintain team supplies and order items as needed.

DESIRABLE QUALIFICATIONS:

- Excellent organizational skills.
- Experience with office procedures, methods, and computer equipment.
- Good Communication Skills.
- Experience with computer applications and programs, such as Microsoft Word, Excel, Outlook and Access.

Equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation. **Position subject to SROA and Re-employment List policies and procedures. **

- Initiative, tact and diplomacy.
- Work independently as well as in a team environment.
- Flexible and able to work in a fast-paced office environment.

KNOWLEDGE OF:

- Modern office methods, equipment, and procedures.
- Microsoft Outlook, Excel, Word, and Internet Explorer.

ABILITY TO:

- Provide and perform clerical and technical support.
- Follow oral/written directions.
- Evaluate situations accurately and take effective action.
- Learn and apply laws, rules, regulations, procedures, and policies.
- Read and write English at a level required for successful job performance.
- Meet and deal tactfully with the public, co-workers, and/or clients.

WHO MAY APPLY:

Candidates currently in this classification, with transfer eligibility to this classification, in a reachable rank on an employment list for this classification, or have reinstatement rights to this classification. SROA and Surplus candidates are encouraged to apply. Applications will be screened for the most qualified candidates and interviews may be scheduled. **This position requires a typing certificate at a rate of not less than of 40 words per minute prior to being appointed to the Office Assistant (Typing) classification.**

SUBMIT APPLICATION TO:

Victim Compensation and Government Claims Board
Angela Ramirez/Human Resources Section
P.O. Box 48
Sacramento, CA 95812-0048
(916) 491-3805